

DIRECTIONS FOR ISSUING PUBLIC NOTICE - INSUFFICIENT CONTACT TIME

*Notice shall be provided as soon as possible, but no later than **30 days** after the system learns of the violation. Notice shall be repeated at least every 3 months for as long as the violation continues. Proof of public notice, as described below, shall be completed and sent DES within **10 days** of providing public notice.*

A COMMUNITY water system *must always* notify consumers by mailing or directly delivering the public notice to each customer receiving a bill and to other consumers to whom water is delivered.

IF persons regularly served by the system would not normally be reached by the mailing or direct delivery methods described above, the water system shall also use *at least one* of the following notification methods.

1. Publication of the notice for 3 consecutive days in a daily newspaper of general circulation that serves the area of the water system.
2. Posting the notice in public places served by the water system. [Posted notices must remain in place for as long as the violation persists, but in no case for less than 7 days, even if the violation is resolved.]
3. Furnishing a copy of the notice to radio and television stations that broadcast in the area served by the water system.

Additional methods (*e.g.*, electronic mail, delivery of multiple copies to hospitals or schools) may be needed since the notice must be provided in a manner reasonably calculated to reach all persons served.

The language in *italics* on the reverse side must remain unchanged. ***This language is mandatory.***

Submitting Proof of Public Notice to DES

Within **10 days** after issuing the notice, the owner of the water system shall provide proof of public notice to DES. Proof of public notice shall consist of a copy of the notice that was distributed or posted, and each of the 3 full pages of newspaper articles - if this secondary method is used, **and** the following completed certification:

CERTIFICATION

I hereby affirm that public notice has been provided to consumers in accordance with the delivery, content, and deadline requirements in NH Admin. Rule Env-Ws 351, as outlined above.

First Delivery Method Used: _____ Date: _____

Second Delivery Method Used (IF needed): _____ Date: _____

Signature of Water System Owner

Water System Name

Date

Proof of public notification should be faxed to (603) 271-5171 OR mailed to:

DBP/SWTR Monitoring Section
Department of Environmental Services
Water Supply Engineering Bureau
29 Hazen Drive, PO Box 95
Concord, NH 03302-0095

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Did Not Meet Treatment Requirements

(water system name)

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

In order to ensure proper disinfection, water in the treatment plan must be in contact with chlorine or a similar disinfectant for a minimum amount of time. On _____ this did not occur. Although chlorine quickly kills most

(date)

bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the 'contact time,' depends on the amount of disinfectant in the water and the temperature of the water.

What does this mean?

This is not an emergency. If it had been, you would have been notified immediately. Tests taken during this same time period **did/did not** indicate the presence of bacteria in the water.

(choose one)

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What should I do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, please contact your health care professional.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What happened? What is being done?

(describe why the violation occurred and what corrective actions have been taken)

We anticipate resolving the problem within _____. For more information, please
(estimated time frame)

contact _____ of _____ at _____
(name of contact) (system or company name) (phone number)

or _____
(address)

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

EPA #: _____

Date distributed: _____